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**Information Services**

**Business Operations**

**Telephone Systems Operator**

**ZZ601374**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

**Fixed-term (2 years)**

**Part-time (20 hours per week)**

Salary is in the range £9,170 - £10,139 per annum (£16,983 - £18,777 x 0.54 fte) and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 19.98per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

It is a condition of the appointment for the proper performance of the duties of the post that the appointee will take up residence at a location such that they are able to fulfil the full range of their contractual duties. This residential requirement will be expected to be fulfilled within twelve months of taking up the appointment. The University has a scheme of financial assistance towards the cost of relocation, details of which can be found on the University website:

<http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforapplicants/removalandseparationguidelines>

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three year period of employment or study (where there has been no employment). One of your referees mustbeyour current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| --- | --- |
| **Job Title:** | Telephone Systems Operator |
| **Grade:** | 2 |
| **Faculty/Centre:** | Information Services |
| **Department/Service:**  **Location:** | Business Operations |
| **Position Reference No:** | ZZ601374 |
| **Cost Centre:** | 47000 |
| **Responsible to:** | Telephone Systems Supervisor |
| **Responsible for:** | n/a |
| **Effective date of job description:** | September 2017 |

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| **Purpose of Job:** |
| Working closely with the other Telephone Systems Operators to ensure the efficient provision of a range of telephone services to external and internal customers. This will include direct handling of a high volume of internal and external telephone enquiries. |

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| **Key Responsibilities:** |
| * To answer calls being presented into the University switchboard, responding appropriately and in a timely manner. * To provide up-to-date and accurate information and advice in response to a diverse range of telephone enquiries, referring callers to other members of the University staff as appropriately and sometimes under pressurised circumstances. * To take swift action to resolve disruptions to the telephone network and other system difficulties occurring. To escalate these to the Telephone System Supervisor or the Business Operations Manager.   **Additional expectations of the role holder:**   * To communicate with team members, liaise and network with relevant others, to ensure effective working relations * To solve basic problems that occur * To comply with the University’s Health & Safety policy and pay due care to own safety and the safety of others. Report all accidents, near misses and unsafe circumstances to the department’s health & safety officer * To participate in performance and development review (PDR), ensuring that work produced is in line with the department/university aims * To support the University’s commitment to equality, respect and dignity, creating an environment in which individuals will be treated on the basis of their merits, abilities and potential, regardless of gender, racial and national origin, religion or belief, sexual orientation, age or family circumstance. |

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| **Working Relationships:** |
| Other team members within Business Operations  University of Portsmouth staff and students |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | To have an understanding of a Telephone operator functions. | E | AF, S |
|  | Previous experience of working in a switchboard environment. | E | AF, S |
|  | Experience of working in a busy office environment | E | AF, S |
|  | Knowledge of word processing, spreadsheet, and presentation packages such as Word, Excel and Powerpoint | E | AF, S |
|  | Switchboard, call centre or helpdesk experience | D | AF, S |
|  | Previous experience of working in an educational environment | D | AF, S |
|  | Experience of dealing with people at different levels within an organisation | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Able to deal efficiently yet sensitively with the callers using the University Telephone Network. Can be assertive when dealing with difficult, non-routine and/or emergency callers. | E | AF, S, T |
|  | Able to assimilate information from a range of sources to build up over time a body of knowledge about the University Depts, Services and staff on which to draw in resolving eg disruptions to services, emergencies. | E | AF, S |
|  | Able to present new ideas/technologies persuasively to line managers. | D | AF, S |
| **3.** | **Qualifications, Education & Training** |  |  |
|  | Educated to GCSE ‘C’ or equivalent in Maths and English | E | AF |
| **4.** | **Other Requirements** |  |  |
|  | Positive “can do” approach/role model for staff. | E | S |
|  | Able to work as part of a team | E | S |
|  | Keen to enhance the range and quality to telephone services provided. | E | S |

**Legend**

Rating of attribute: E = essential; D = desirable Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload,164407,en.doc) **document in order to do this.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants) |  |
| 1. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 1. Genetically Modified Organisms |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 1. Night Working   (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc) |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation | | 21. Contaminated soil/bio-aerosols |  |
| 10. Asbestos and lead | | 22. Nanomaterials | |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc) | | 23. Workplace stressors (e.g. workload, relationships, job role etc) | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Sharon Cole |
| **Date** | 28th July 2017 |
| **Extension number** | 3348 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.